



*State of Louisiana*  
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

KATHLEEN BABINEAUX BLANCO  
GOVERNOR

JERRY LUKE LEBLANC  
COMMISSIONER OF ADMINISTRATION

REPLACED BY OSUP MEMO 2010-17

December 2, 2004

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2005-18

TO: All ISIS HR Paid Agencies

FROM: Jena W. Cary  
Director

SUBJECT: Update to the Bank Reversal Policy for Direct Deposits (EFT's)

The Office of State Uniform Payroll (OSUP) has updated the EFT bank reversal request procedures. The updated procedures are attached to this memo to reflect that OSUP will now review agency bank reversal requests for all overpayments on an individual basis, including reversal requests for active employees that are overpaid less than 80 hours. Also, it is no longer necessary for agencies to contact a member of the Benefits & Financial Administration Unit (BFA Unit) prior to submitting a direct deposit bank reversal request.

If you have any questions, please contact a member of the OSUP Benefits and Financial Administration Unit at (225):

Angel Vernon 342-5344  
Angela Woods 342-5345  
Laurie Lee 342-5377

Penny Jones 342-5354  
Orneatha Wright 342-5357

JWC:OSW/kmb

Attachment

## Direct Deposit (EFT) Bank Reversals

1. The agency must prepare the request via email. Email requests must be sent to all BFA Unit staff (see link titled "EFT Reversal Request" on the bottom of the OSUP Direct Deposit webpage at [http://www.doa.state.la.us/osup/direct\\_deposit.htm](http://www.doa.state.la.us/osup/direct_deposit.htm)) and must be copied to the agency/department head or HR Director.

Requests must include the following information:

- a. Subject of email should be "Direct Deposit Reversal Request"
- b. Details of how/why the error occurred
- c. What steps the agency is taking to prevent this error in the future
- d. Pay date
- e. Employee's name
- f. Employee's personnel number
- g. Gross pay amount
- h. Net pay amount
- i. Gross overpaid amount
- j. Number of hours overpaid
- k. Separation date, if applicable
- l. Agency contact name, phone number & email address

**Agencies must provide all of the above details listed in the email with the text headings (details, steps, pay date, employee's name, etc.), not the letter headings (b., c., d., e., etc.).**

2. After OSUP reviews the reversal request, the agency will be notified of approval or denial.
3. If approved, **the agency must contact the employee to notify them that a bank reversal is being requested** and that any information received by the employee on an earnings statement or in LEO for that payment will be incorrect.
4. The agency must Fax an OSUP/F3 - Reverse Employee Check/EFT form and required backup (remuneration statement), or in some situations, an OSUP/F2 - Replacement Employee Check/EFT form to (225) 219-4432. Refer to OSUP Memorandum #2003-40 for procedures on how to complete these forms.
5. The agency must also advise the employee that there may be a delay in receiving a corrected check if any payment is due. This is because the money must be credited to our bank account before an ISIS HR Reversal and/or Off-Cycle payment can be processed.

A general guideline is if an approved reversal request is submitted by OSUP to the bank two banking days prior to payday, normally on **payroll Wednesday**, the ISIS HR Reversal and Off-Cycle payment should be able to be processed during payroll week. Otherwise, there will be a 5 banking day delay from the submission of the bank reversal by OSUP before the ISIS HR Reversal and Off-Cycle payment can be processed.

6. Agency personnel must correct all master data, time entry and/or bank data prior to OSUP processing the ISIS HR Reversal, OSUP/F3. Agencies must notify OSUP via email when this is complete by **“replying to all”** on the approval email the agency received from OSUP.
7. Agencies will be notified by OSUP via email once the reversal has been completed so that an Off-Cycle payment can be processed if applicable.

These procedures can also be followed if an agency needs to request OSUP to pull a check that needs to be reversed as long as the request is received by 4:00 p.m. two banking days before payday (normally payroll Wednesday). The subject line of the email request should read “Request to pull check”.

**NOTE:** If an agency cannot request an EFT bank reversal via email, a request on agency letterhead signed by the agency/department head or HR Director will be permitted and should be faxed to (225) 219-4432.